



**Street Support  
Action Group  
Southampton**

# Service Directory

Support for street homeless  
people in Southampton



[www.StreetSupport.net/Southampton](http://www.StreetSupport.net/Southampton)

# Street Support Action Group Southampton...

is committed to working together and involving people with lived experience to tackle street homelessness and begging in the city to ensure that we meet our shared vision that

**“Southampton is a city where no-one needs to sleep rough or beg”.**

## Directory of Support

This leaflet provides important information and links to local services that can help anyone who is experiencing or at risk of homelessness.

For more information visit

**[www.StreetSupport.net/Southampton](http://www.StreetSupport.net/Southampton)**



## Advice Services

### **Citizens Advice Bureau (CAB)**

An independent charity who provide free, confidential and impartial advice on issues affecting people's lives.

 Advice Line: 03444 111306

### **CLEAR**

Offers advice and information for refugees and asylum seekers. Book an appointment by phoning 023 8022 1111 or dropping in to the centre. Open Tuesday and Thursday 10am to 1pm and 2pm to 4pm, and Friday 10am to 1pm.

 James Street Centre, 2 James Street,  
Southampton SO14 1PJ

### **No Limits**

Provide advice about housing and homelessness as well as practical support such as clean clothes, a shower, or food in a crisis, for young people under 26. Visit the Drop in Centre without making an appointment to get information and advice and use the washing and laundry facilities.

 13 High Street, Southampton, SO14 2DF

# Advice Services

## **SARC (Southampton Advice and Representation Centre)**

A registered charity providing advice and representation in welfare benefits and employment. Appointments only.  
Monday to Friday, 9am to 4.30pm.



11 Porchester Road, Woolston, Southampton, SO19 2JB



023 8043 1435 or visit the centre to arrange an appointment

## **Two Saints**

A benefit advisor at the Day Centre is available to provide support with making Universal Credit claims, mandatory reconsiderations, sanctions, completing work capability assessments and PIP forms. CV, job search and IT support is also provided.  
Monday to Friday, 10am to 4pm.



30 Cranbury Avenue, Southampton, SO14 0LT



## Accommodation

if you have recently become street homeless, it is important you tell the council. To report any concerns, please email [streethomeless@southampton.gov.uk](mailto:streethomeless@southampton.gov.uk) which is checked daily.

### **Southampton Gateway**

For for general advice on homelessness.  
Monday to Friday, 9.30am to 4.30pm.



1 Guildhall Square, Southampton, SO14 7FP

### **Two Saints Day Centre**

The Street Homelessness Prevention team run a drop in at the Day Centre on Tuesdays and Thursdays, 9am to 11am.



30 Cranbury Avenue, Southampton, SO14 0LT

## Hostels

A referral is required via the street homeless prevention team for the below properties.

### **The Salvation Army Booth Centre**

A 43 bed hostel helping single adults, teaching key life skills and helping them move onto independent living.

### **The Society of St James 10 Southampton Street Intensive Hostel**

A 24 hour staffed hostel for homeless people in Southampton, with single rooms for men and women.

### **Two Saints Patrick House**

An assessment centre and intensive service providing accommodation for 57 single homeless people.

# Accommodation

## Supported accommodation

A referral is required via the street homeless prevention team for the below properties.

### **Southampton Alcohol Accommodation Service**

Provides supported housing to adults with histories of long-term and dependant alcohol misuse.

### **YMCA Southampton and Two Saints**

Provides safe and secure accommodation across the city for young people aged 16-22. Must visit No Limits or apply via Southampton City Councils homeless person unit.



## Health and substance misuse

### **The Homeless Healthcare Team**

General Practice for people who are homeless and vulnerably housed based at Two Saints Day Centre with outreach to hostels. All Primary Care provision including GPs, Advanced Nurse Practitioners, Mental Health Practitioners, Health Visitors and additional support services. Screening, vaccination, referral, medication and management of acute and chronic conditions.

Open Monday to Friday 9am to 6.30pm.



30 Cranbury Avenue, Southampton, SO14 0LT

### **Southampton Drug and Alcohol Service**

Support and treatment concerned by their or someone else's use of drugs and/or alcohol.

Visit service to register.

Monday, Tuesday, Thursday, Friday, 9.30am to 4.30pm and Wednesday, 1 to 4:30pm.



2 The Carronades, New Road,  
Southampton, SO14 0AA

### **Living-Recovery Programme**

A Christian community-based programme.

Monday, Tuesday, Thursday, Friday, 10am to 3pm.



The Victory Centre, 154-156 Portswood Road,  
Southampton. SO17 2NH

# Health and substance misuse

## Needle Syringe Programme Harm Reduction Hubs

Sterile equipment and harm reduction advice.



### **Adults 25 and over:**

2 The Carronades, New Road,  
Southampton, SO14 0AA



### **Young People 25 and under:**

13 High Street, Southampton, SO14 2DF

## Support and treatment

Referrals can be made in person or by external agencies using the details below.

### **Young people aged 25 and under:**

#### **DASH**

A service providing information, advice, support and counselling and offering a variety of treatments including harm reduction and needle exchange.



13 High Street, Southampton, SO14 2DF



[adviceatnolimitshelp.org.uk](mailto:adviceatnolimitshelp.org.uk)



Website: [www.nolimitshelp.org.uk](http://www.nolimitshelp.org.uk)



# Health and substance misuse

**Adults aged 25 and over:**

## **ARMS - Assessment, Review and Monitoring Service**

Open access, single point of contact, access advice, information, brief intervention, assessment and care coordination service.



023 8071 7171



2 The Carronades, New Road,  
Southampton, SO14 0AA

[Southampton@cgl.org.uk](mailto:Southampton@cgl.org.uk)

## **Tulip Project**

A confidential and friendly specialist service for anyone involved in commercial sex work.

Drop ins:

Wednesday 12.30pm to 2pm



Royal South Hants Hospital,  
Sexual Health Clinic, Level B, Brintons Terrace,  
Southampton, SO14 0YG

Wednesday 5.30pm to 7.30pm



Third Age Centre, 11 Cranbury Terrace,  
Southampton, SO14 0LH



## Meals and personal items

### **Above Bar Church**

Big Breakfast every Thursday morning from 10am to 11am.

 69 Above Bar Street, Southampton, SO14 7FE

### **City Life Church**

Runs a weekly soup run on a Friday evening from 8pm to 11.30pm taking food and hot drinks to those who are street homeless in the city.

### **Community Cafe**

Provide a free cooked meal every Sunday. Hot drinks served from 4.30pm. Food served from 5pm to 6pm.

 New Community Church, Central Hall,  
St. Mary Street, SO14 1NF

### **CLEAR Cafe**

Provide snacks from 10am to 2.30pm for refugees and asylum seekers.

 Avenue Multicultural Centre, The Avenue,  
Southampton, SO17 1XQ

# Meals and personal items

## James Street Church

Operate a community cafe and a small food bank every Thursday morning from 10am to 1pm.



James Street, St Mary's, Southampton, SO14 1PH

## Saturday Breakfast Clubs

Provides a morning meal for those who may not have a home or fixed address. The Breakfast Clubs take place at the following locations:  
First and second Saturday of the month from 8.30am to 10.30am:



Life Church, The Life Centre, Dukes Road, Bevois Valley, Southampton, SO14 0SQ

Third Saturday of each month from 9am to 11am:



Portswood Church, Portswood Road, Southampton, SO17 2GY

Fourth Saturday of each month from 9am to 10.30am:



Central Baptist Church, Devonshire Road, Southampton, SO15 2GY

## Southampton City Mission

Basics bank operates through referral agents and a shared voucher system for accessing both food and clothes banks depending on your needs. The Food Bank operates Monday to Friday from 10am to 3pm.



Operating in different locations daily.

The Clothes Bank operates on Wednesdays from 10am to 3pm.



Ascension Church, 1 Thorold Road, Bitterne Park, Southampton, SO18 1HZ

# Meals and personal items

## **Southampton Sunday Lunch Project**

Provide a free hot lunch each Sunday for those who sleep rough, live in poor accommodation or are otherwise in need in the following locations.

From 11.30am to 1.30pm at Freemantle URC Church:

 257 Shirley Road, Southampton, SO15 3HS

From 10am to 1pm at St Mark's Institute:

 Victoria Road, Woolston, Southampton, SO19 9DY

## **The Victory Highway Recovery Centre**

Offer soup, sandwiches, fruit and hot drinks to anyone in need. Mondays from 8pm to 9pm.

 The Victory Centre, 154-156 Portswood Road, Southampton, SO17 2HN

## **Two Saints**

Provide breakfast from 9am to 10am and cooked lunch from 12pm to 1.30pm Monday to Friday (£2 charge).

 Day Centre, 30 Cranbury Avenue, Southampton, SO14 0LT

## **Victory Soup Run**

Monday evenings 8 to 9pm.

Emergency food and clothing available Tuesdays 10.30am to 12.30pm. Follow up sessions available where further help in contacting agencies and other practical support can be obtained.

 The Victory Centre, Portswood Road, Southampton, SO17 2HN



## Personal services

### **The Two Saints Day Centre**

The homeless hub for Southampton providing food, bathing, laundry facilities, clothing, benefit advice and access to health for rough sleepers.

Open 9am to 4.30pm Monday to Thursday and 9am to 4pm Friday.



30 Cranbury Avenue, Southampton, SO14 0LT

### **Home Group**

Provides housing related support, benefit and debt advice, supporting accessing services and signposting Tuesday and Thursday 9am to 11am.



30 Cranbury Avenue, Southampton, SO14 0LT



## Internet access

### **Central Library**

For access to computers and internet open  
Monday, Tuesday, Thursday: 10am to 7pm,  
Wednesday: 10am to 6pm, Friday: 10am to 5pm,  
Saturday: 10am to 4pm.



Civic Centre, Southampton, SO14 7LW

### **Two Saints Day Centre**

Internet access available via their computer room.  
Open 9am to 4.30pm Monday to Thursday and  
9am to 4pm Friday.



30 Cranbury Avenue, Southampton, SO14 0LT



## Support on the streets

### **Southampton City Councils Street Homelessness Prevention Team**

A support service for street homeless people and those at risk of imminent street homelessness, working in the community via street outreach and drop in sessions at the Two Saints Day Centre.

 [streethomeless@southampton.gov.uk](mailto:streethomeless@southampton.gov.uk)

### **Street Pastors**

A Christian charity supported by 50 local churches to provide volunteer patrol teams on Friday and Saturday nights from 10.30pm to 4am offering help to anyone in need.

Patrol Millbrook and Lordshill areas on a Saturday night.

### **Welfare Wardens**

Southampton City Council's Welfare Wardens team work closely with the homeless support services and outreach teams to engage with rough sleepers and remove unattended items.

### **GO! Southampton Ranger Team**

The Ranger team from GO! Southampton the Business Improvement District for the city centre assist the Welfare Wardens and Street Homelessness Prevention Team by directing these teams to individuals in need.

# Give Help

## Find out what you can do to help

Whether it's offering your time, giving practical items, making a donation or help change policies – there is lots you can do to make a difference.

Visit **[www.StreetSupport.net/Southampton](http://www.StreetSupport.net/Southampton)** for details on opportunities to help locally.

## Register as a volunteer

Offer your skills and resources to an organisation near you. There are several opportunities available via the Street Support website and via Southampton Voluntary Services (SVS).



02380 228291



[www.southamptonvs.org.uk](http://www.southamptonvs.org.uk)

## Get your business involved

By supporting the movement to end homelessness, you can play a key role in supporting charities and volunteer groups and help to change policy.

## Donate

Donate to local organisations and campaigns in your area.

## Offer spare items

Organisations and charities always need items to help with a variety of tasks and services, from hot drink supplies to IT equipment.

If you are concerned about a rough sleeper, please report where you have seen them by emailing **[Streethomeless@southampton.gov.uk](mailto:Streethomeless@southampton.gov.uk)** so an outreach worker can locate them and offer support to access services.